



DEPARTMENT OF  
**COMMUNITY  
SERVICES**

**LIHEAP applicants must fall within the following  
Federal Poverty Guidelines  
130% Federal Level**

<b>Persons In Household</b>	<b>Maximum Gross Monthly Income</b>
1	\$1,276.00
2	\$1,726.00
3	\$2,177.00
4	\$2,628.00
5	\$3,078.00
6	\$3,529.00
7	\$3,980.00
8	\$4,430.00
Each Additional Person	Add \$451.00

*LIHEAP is made possible by the United States Department of Health and Human Services and is a pass through grant from the Kentucky Cabinet for Health and Family Services, which contracts with Community Action Agencies across the state. Louisville Metro Department of Community Services serves as the administering agency for Louisville Metro Community Action Partnership. The LIHEAP program is also funded, in part, under a contract with the Cabinet for Health and Family Services with funds from the Community Services Block Grant Act of the U.S. Department of Health and Human Services. For more information about Community Services, visit our website at [www.louisvilleky.gov/communityservices](http://www.louisvilleky.gov/communityservices) or call 574-1157 (TDD available at Metro Call – 574-5000; or Community Action Kentucky at 1-800-456-3452.)*

**Louisville Metro Community Services  
Low Income Home  
Energy Assistance Program  
(LIHEAP)**



**Crisis Phase**

**January 11, 2016  
through  
March 31, 2016 or  
until funding is depleted**

## LIHEAP Application Process

The Low Income Home Energy Assistance Program (LIHEAP) provides financial assistance to help citizens pay utility bills. The Crisis Phase begins Monday, January 11, 2016 for residents who are in danger of shut off or pending eviction. You **MUST** have received a brown bill (see example below) or an eviction notice from your landlord.

### What is needed to apply?

- ☐ Schedule an appointment at one of the three LIHEAP locations
- ☐ Your brown LG&E bill (as shown below) or if your heating expenses are included in your rent, you must have an eviction notice.

#### Brown Bill Example

<b>Reconnection of Service:</b> Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call KU Customer Service at 1-800-981-0600 after payment is made in order to have your service restored.	
<b>ACCOUNT INFORMATION</b>	
Account Number:	[REDACTED]
Account Name:	[REDACTED]
Service Address:	[REDACTED]
Unauthorized reconnection of service is a crime - punishable by law.	
<b>DISCONNECTION NOTICE</b>	
Payment required by the final payment due to avoid disconnection:	288.94
<b>BILLING INFORMATION</b>	
Your account is past due. If full payment of the delinquent amount due is not received by the final pay date shown above, your service will be subject to disconnection.	

- ☐ Documentation showing the amount of your utility allowance check AND proof that it has been credited on your utility bill (if applicable).
- ☐ Social Security Card(s) or official documentation with social security numbers or Permanent Resident Card Number(s) for *everyone* living in your household
- ☐ Proof of your household's income for the preceding month or proof of \$0 Income (food stamp award letter, social security award letter, pay stubs, etc). All individuals 18 or over in the household with no income — and who do not receive food stamps— must have a Proof of No Income form completed prior to applying for benefits. (Available at the LIHEAP Office at 810 Barret Ave. or at [www.louisvilleky.gov/communityservices](http://www.louisvilleky.gov/communityservices))
- ☐ Picture ID for head of household (if available)

## LIHEAP Appointment Process

To schedule an appointment, you need to visit one of the locations listed below and bring 1) your brown LG&E bill, or if your heating expenses are included in your rent you must have an eviction notice and 2) a photo ID (if available). (All applicants must be Jefferson County residents with a household income within 130% of the federal poverty guidelines. See back cover for income guidelines).

**Appointments will begin being issued, in person only, at the Central LIHEAP Office only, located at 810 Barret Avenue, on the following schedule.**

Thursday, January 7, 7 a.m. - 4 p.m.

Friday, January 8, 7 a.m. - 1 p.m.

**Starting Monday, January 11, 2016** appointments will be scheduled at all three LIHEAP offices daily from 8 a.m. to 1 p.m., based on appointment and funding availability (no Friday appointments at the East Office).

**Central Office**      Urban Government Center  
810 Barret Avenue, Room 127, 40204  
502-574-1157

**East Office**      Newburg Community Center  
4810 Exeter Avenue, 40218  
502-574-1270  
**THIS OFFICE IS CLOSED ON FRIDAYS FOR LIHEAP**

**South Office**      Southwest Government Center  
7219 Dixie Highway, 40258  
502-574-1272

All LIHEAP offices will be closed January 18, 2016 in observance of MLK Day.

**REMEMBER YOU MUST HAVE A BROWN DISCONNECTION NOTICE (EXAMPLE IS ON THE LEFT) OR AN EVICTION NOTICE FROM YOUR LANDLORD TO APPLY.**